

Diana Welander

18 October 2022

Public

**eSett's Customer Committee meeting 13.10.2022**

Date 13.10.2022 12:30 EEST

Place Microsoft Teams Meeting Online

Present	Kristian Lund Bernseter	Statnett SF
	Jani Piipponen	Fingrid Oyj
	Birger Fält	Svenska kraftnät
	Espen Fjeld	Energi Salg Norge AS
	Liv Marit Butveit (Deputy) (from 14:00)	Volue Market Services AS
	David Lundgren (Deputy)	E.ON Elnät AB
	Lena Ingårda	Vattenfall AB
	Håkan Eriksson	Ellevio
	Jarmo Lapakko	EPV Energia Oy
	Tarja Heinonen	Sallilan Energia
	Jesper Vestergaard	Danske Commodities
	Anders Millgaard	Modstrøm
	Minnakaisa Ahonen (Chairperson)	eSett Oy
	Diana Welander (Secretary)	eSett Oy
	Tuomas Lahti	eSett Oy
	Jonni Laine	eSett Oy
	Tuomas Pulkkinen	eSett Oy
Markus Flyktman	eSett Oy	
Viivi Lemström	eSett Oy	
Absent	Bård Mageli	Volue Market Services AS
	Trond Marthinsen (Deputy)	Lyse Produksjon AS
	Tom Backman (Deputy)	Fortum
	Antti Kirjola	Caruna
	Emelie Ekman (Deputy)	LOS Energy AB
	Jørn Klitgaard (Deputy)	Ørsted
	Naji Iskander (Deputy)	Modstrøm
	Karsten Feddersen	Energinet
	Morten Torgalsbøen (Deputy)	Statnett SF
	Robert Thelander (Deputy)	Svenska kraftnät
	Heikki Raatikainen (Deputy)	Fingrid Oyj
	Preben Høj Larsen (Deputy)	Energinet

Diana Welander

18 October 2022

Public

**1 Opening the day, recap of the meeting minutes from the last Customer Committee meeting**

eSett CEO and Chairperson of the meeting Minnakaisa Ahonen opened the meeting and welcomed all Customer Committee members to the meeting. This meeting was held as a Teams meeting, as it was decided to try out a new concept of having the Autumn meeting via Teams and the Spring meeting on site with a dinner afterwards. In addition, the Deputies will have the opportunity to participate in the Autumn meeting.

The member list was shortly revised, and all members had an opportunity to say their greetings and mention their expectations of the upcoming meeting. The new Deputies from Sweden and Finland were also introduced to the Committee.

The Chairperson proposed a new idea of appointing a so-called Spokesperson at every Customer Committee meeting. After the meeting the Spokesperson would participate in the upcoming eSett Board meeting and briefly inform the Board what had been discussed on the Customer Committee meeting. This Spokesperson would also have a call with eSett before the following Customer Committee meeting and discuss current topics for the next meeting's agenda. This role would be rotating, and the Spokesperson would change yearly.

**The meeting minutes from the last Customer Committee meeting were approved as they were, since no one had any comments on them.**

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18 October 2022

Public

## 2 eSett News

Viivi Lemström started her presentation with showing a timeline with the most current projects that eSett are working on at the moment. The list included for example Energinet Datahub and Elhub switching to the Hub model, the new cash account model that was taken into use in September, the technical go live for BSPs in October as well as the 15 min ISP external and market testing.

The presentation continued with giving the latest status on the development of the account model. The topic has also been discussed in the previous Customer Committee meetings. Pauliina Olsson-Hurt held an informative presentation about the new account model last Autumn and Diana Welander gave the latest status on the topic in the previous meeting. The material from the previous meetings is available on eSett's Customer Committee web page and the NBS handbook has also been updated to include information about this new model. Viivi noted that Nordea Finland already has this new model in use, and the first invoicing was made successfully on 5.9.2022. She also mentioned that also Nordea Norge, Nordea Denmark, SEB and DNB Bank ASA have started the process on taking this new model in use.

Next up, Viivi presented the outcome of the first visits in the Close to Customers program. As positive feedback was received from the customers that were visited during the spring, eSett has decided to continue with the program this autumn and visit 1-2 BRPs from each country.

Viivi continued with presenting some of the recent Online Service improvements as well as a few upcoming improvements. The new MEC Changes View in Online Service was one of the first one mentioned. Also, allowing user to edit and insert values to series in kWh has been added recently. In addition, Online Service users will now receive emails regarding the expiration of their passwords. The emails are sent 2 weeks, 1 week and 1 day before the password expires.

The presentation followed by informing that eSett has started to archive old settlement data and results. Archiving is essential to still be able to offer good system performance even when the amount of data quadruples with the start of 15 min ISP. The archiving will be done once a year for data older than two calendar years. The first archiving took place on 6th of June 2022 and currently settlement data for 2020 and onwards is only available to customers.

Viivi concluded her presentation with informing that eSett will be present at the Ediel- och avräkningskonferensen in Sweden, on Avregningskonferansen in Norway as well as Tasevastaavapäivä in Finland that all will take place within the upcoming weeks. eSett hope to meet as many of the members as possible at these conferences.

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18 October 2022

Public

### **3 Customer Satisfaction Survey Results 2022**

Diana Welander continued the meeting with a brief presentation of the results of this year's Customer Satisfaction Survey that was carried out between 22.9.2022 – 7.10.2022. Once again, the survey was sent out to all active Online Service users and offered the possibility to submit the answers in English, Finnish, Swedish or Norwegian. The survey included 9 questions and an additional 0-5 questions depending on what channels the customer informed that they use.

Diana continued her presentation by gladly informing that the mean for the main grades for eSett's customer service, the grade for eSett's professionalism and the grade for satisfaction of the service request resolution times all had increased significantly since previous years.

Next up, Diana presented some customers improvement ideas to the different channels that eSett offer to retrieve data from eSett's system. She also mentioned that an internal meeting has already been booked where eSett will revise all received answers more thoroughly as many good ideas were received from the market also this year.

The presentation continued with comparing some statistics about location and market party roles of the responders. The presentation was then concluded with introducing feedback on what eSett is doing well as well as feedback on how eSett could improve its services. Diana finished the presentation with highlighting that also this feedback will be closely analyzed internally.

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18 October 2022

Public

#### **4 15-minute Imbalance Settlement Period - Recap on eSett's 15 min ISP project and its latest changes**

Next up, it was Tuomas Pulkkinen's turn to give the Customer Committee a recap on the 15-minute ISP project and its latest changes. He started by showing the timeline for 15-min ISP, informing that eSett at the moment are doing the external testing with TSOs, system vendors and some bigger DSOs participating. Tuomas highlighted that the external testing is mainly meant for market parties that are sending a lot of data to eSett. The external tests will end in November 2022 and will be followed by a one month break before the market testing begins in January 2023. The open market test period will be extended to November as Sweden will have the 15-min go live on 1.11.2022.

Tuomas continued with sharing the Nordic and National timelines. This timeline contains high level information. As some dates in the timeline might change, Tuomas emphasized that the commissioning plan on eSett's project page will be updated when some new information is available. He also encouraged all Committee Members to communicate to him in case they receive some new information that would need to be updated in the commissioning plan.

The Nordic and national timeline display information on a Nordic level as well as individual information for each NBS county. The Committee had a short discussion about the fact that 15 min intraday should be possible within some Nordic areas while cross-border trading will not be possible. It was concluded that it would be good to get more information about this matter directly from the NEMOs. eSett promised to check this and get back to the Committee members.

Tuomas moved on with describing what will happen on the date 22.5.2023 when Sett's system and calculations switches to 15 min. He informed that eSett will still be able to receive data in 60-minute resolution, but eSett will be converting the data into 15 min resolution. He highlighted that the imbalance price will be the same for each quarter within an hour and that in combination with hourly netted imbalance fee, the financial settlement won't change. Another important thing that Tuomas mentioned was that the reporting resolution may or may not change for Bilateral Trades (BRPs) and cross-country MGA Exchanges (Datahubs and some DSOs). Therefore, it will be important that the parties decide together on which resolution they intend to trade with to avoid correction rules in the system.

The presentation continued with giving more information about the open market tests. The open market tests provide an opportunity for all market parties to test the transitioning from 60 min to 15 min as well as reporting and use of 15 min ISP. The testing period will start in January 2023 and last at least until the following Autumn when Sweden will make the transition to 15 min ISP. Tuomas highlighted that the settlement results in the test environment will not be comparable with the settlement results in the production environment. He ended with saying that the testing is not mandatory for the market and that eSett will not require the participants to do any specific testing. It might still be a good idea for the market to check that everything will continue working without any problems also after the go live of 15-min ISP.

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18 October 2022

Public

## 5 eSett: Electricity market overview

The next presentation was held by Markus Flyktman who presented an overview of the electricity market in the NBS countries, using imbalance data, covering for example prices, market party changes, and other imbalance data. It was noted that this is eSett's first try to present this kind of data, but eSett will try to start providing more overlooking information of this kind also in the future.

Markus started with some statistics on the amount of active market parties in every NBS country. The statistics showed that even though Denmark joined the NBS model in 2021, the amount of BRPs have still been on the same level throughout the years.

Markus continued with presenting yearly absolute production / consumption imbalance quantities in the NBS countries. First the two-balance data were presented on a yearly level, followed by monthly absolute imbalance quantities from after the switch to the single balance model in November 2021. He clarified to the members that the Top 10 BRPs in the graph refers to the BRPs with most imbalances and not the size of the company. He also highlighted a growing trend which partly can be explained by Denmark joining the NBS model as logically more market parties result in more imbalances.

Markus moved on with showing graphs with the average monthly consumption/imbalance price in Finland, Sweden and Norway. The first graph compared the prices between 2017 and up until the single balance model started. Denmark was therefore excluded from this picture. The next picture, however, included also Danish prices. This graph included all NBS countries and split Norway and Sweden into two price areas (north and south) to make the picture more reader friendly.

Markus then continued with comparing consumption and production data in each NBS country. The comparison was between August 2021 and August 2022 and show that the difference between total consumption and total production has grown with 2 TWh. One member mentioned that data from this month depends a lot on if it has been windy or not, which affect a lot on the wind production.

Lastly, PX market trade and BIT trade volumes were compared. The graph shows an increase in trading during the winter. Markus also noted that after Denmark joined the NBS model, the share of bilateral trades compared to all trades went down, as it seems like the Danish market is more focusing on PX trades and less on bilateral trades. One of the members thought that the graph could be improved by adding the number of bilateral trade contract as it would be interesting to see if it is less contracts or less trading on the same number of bilateral contracts.

The presentation was concluded with feedback that this type of data is very informative and can help the market decrease their imbalances. eSett will therefore try to put more effort into coming up with similar reports like this in the future.

## 6 SvK: Capacity challenges in the Swedish transmission system

Anna Guldbrand from the department “Kraftsystem” at Svenska kraftnät started with giving a brief introduction about herself and what she does at Svenska kraftnät. After the introduction she presented the background to capacity challenges, informing that the problems are related both to transmission between price areas as well as to the possibility to connect new customers to the system. Anna gave a concrete example that the customers are not interested in waiting years to join until new grids have been built. Svenska kraftnät, however, are not able to build new lines much faster than they are now. New solutions are therefore needed and are currently being investigated.

Anna continued by presenting how Svenska kraftnät solve the challenges at the moment. She explained that the allowed capacity depends on forecasts and is based on a so-called N-1 criteria. The N-1 criteria means that no line or station can be overloaded. To prevent overload, Svenska kraftnät investigates, for example, historical data and weather forecasts. Anna presented a graph introducing capacity data from last summer and this summer. She mentioned that even though the prices were higher, Svenska kraftnät still increased the capacity to the market.

Anna moved on with explaining that allowed outtake has so far been based on what can be guaranteed in the grid, but Svenska kraftnät sees that more flexibility will be needed to meet increased demands. Currently when Svenska kraftnät allows a customer to connect, they promise the customer a specific capacity which needs to be available for the customer at all times. A more flexible improvement to this, would be that Svenska kraftnät and the customer could agree on a capacity that sometimes could be reduced depending on other factors as for example the weather.

Next up, Anna talked about the electrification, or the transition to fossil free solutions, that will increase the Swedish electricity use most probably quite significantly. Anna showed a picture showing different long and short-term scenarios for the electrification. Even though all of the outcomes were a bit different, all scenarios still showed a need for electrification.

Large investments are needed to enable customers to connect and to transfer the electricity to where it is needed. Anna briefly showed ongoing grid-projects that Svenska kraftnät has going on at the moment. In addition to long-term solutions, Anna noted that Svenska kraftnät also investigates and implements more short-term solutions to use the existing network more efficiently.

There was a question from one member if the upcoming Flow based model will help Svenska kraftnät with the capacity problems, to which Anna answered that it will most definitely help.

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18 October 2022

Public

## 7 eSett: Online Service development roadmap

The last presentation of the meeting was held by Tuomas Lahti, introducing the latest and upcoming changes in Online Service. Tuomas began the presentation with some background information and information on how the development planning is done. He highlighted that all feedback that eSett receives is highly valued and is always analyzed thoroughly.

Tuomas continued by briefly mentioning the latest system update, containing the introduction of a new BSP role. He notes that with this update, all BRPs having activated or capacity reserves will get a BSP role in eSett's system. This system version will also include 15-min ISP support.

Tuomas proceeded with revealing some improvements that will still be implemented to the system during this year. These improvements include two changes requested by customers: The exchange rates available in the invoicing report as well as via data package, and a usability improvement to make switching between market party roles more straightforward for a user without a need for new login.

Planned improvements for next year include for example a new MGA imbalance view for Datahub and DSO users that will highlight all MGAs where imbalances exceed a predefined limit. Also, a new notification overview screen including the ability to manage your personal subscriptions will be implemented.

During the next year there will also be some usability improvements: the layout will be optimized to use the screen more proportionally and there will be a possibility for customers to customize their own Online Service front page with different dashboards.

There was a wish from one member for eSett to use more pictures when presenting any upcoming changes to the market. Another improvement idea suggested by the Committee was that eSett would create a separate e-mail address for customer improvement ideas. eSett was glad for the feedback and promised to take this into consideration. Tuomas revealed that eSett has been thinking about the possibility to add a place for the market to submit their ideas directly into Online Service, but it is too early to give any more information at this early stage.

Tuomas finished his presentation revealing some previous customer feedback regarding shortening the reporting cycle and changing the invoicing to more frequent. He then asked for the Committees thoughts on this idea. One member asked what kind of motivations there would be to make invoicing more frequent, as a more frequent invoicing cycle would lead to more administration work also for the customers. It was mentioned that collateral demand has been a concern for some customers and might be the reason for this customer feedback. Another concern from the members was the shorter reporting time, which might increase the bilateral settlement and also cause more administrative work.

Lastly, it was pointed out that changing the reporting and invoicing cycles would not be a fast change as there are a lot of regulations behind the process. The chairperson suggested that the Committee could continue the discussions and list some pros and cons in the next Customer Committee meeting



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Public

## 8 Summary and next meeting

The chairperson concluded the meeting with giving a summary of the discussed topics:

- eSett News and current projects
- The results of the Customer satisfaction survey
- Recap on eSett's 15 min ISP project plan and its latest changes
- eSett's market overview
- Capacity challenges in the Swedish transmission system
- eSett's Online Service improvements.

Minnakaisa gave a proposition that the next Customer Committee meeting could be held on 11.5.2022. This meeting would be held on site at eSett's premises and would include a dinner afterwards. The placeholders for the meeting and dinner will be sent out shortly after the meeting.

Minnakaisa asked if there would be any volunteers for the role as the spokesperson of the Customer Committee. Since there was no one at the meeting interested in this role, Minnakaisa will check with Bård Mageli if he would be interested in this position.

The Chairperson thanked the Customer Committee members for active participation in the meeting and ended the meeting as no more topics were raised at this point.

Attachments:

- eSett News – Viivi Lemström
- eSett's Customer satisfaction survey results 2022 – Diana Welander
- Recap on eSett's 15 min ISP project and its latest changes – Tuomas Pulkkinen
- eSett: Market overview of the electricity market – Markus Flyktman
- Capacity challenges in the Swedish transmission system – Anna Guldbrand, Svenska kraftnät
- eSett's service development roadmap – Tuomas Lahti

Distribution: Customer Committee members and deputies